

EmPower: Accepting or Declining Referrals in the NY HP Portal

EmPower contractors should check the NY HP Portal on a regular basis to review newly assigned projects. When a project does appear, contractors have 10 business days to determine whether to accept or decline the project. After the 10 business days the project may be reassigned to another contractor, so it is important that Project Acceptance task be completed within this prescribed timeframe.

What does it mean to accept or decline a Project?

Project acceptance only means that a contractor is willing to take the project regardless of the outcome. The Program doesn't expect the contractor to conduct any outreach to the customer prior to making this choice.

If the project is declined the Program expects the contractor to select the appropriate reason and include a brief note why it wasn't accepted. This note will help determine if the project should be reassigned to another contractor or be closed.

How to Accept a Project

Step 1.

Review Result: Select appropriate option from dropdown list

- Pass
- Denied – No crews available at this time
- Denied – Cannot complete within Program deadlines
- Denied – Do not wish to serve this customer or location
- Denied – Other

Step 2.

Notes: Include a brief reason as to why the project being declined. This helps the Program determine if the project should be reassigned to another contractor or closed.

- *Project backlog is 5 months, cannot accept additional projects at this time.*
- *This customer is 15 miles outside my territory assign to another contractor.*

Step 3.

Send Now: Click to submit information

Complete Project Acceptance

Assigned June 14, 2018

Due date: June 25, 2018

Extend Due Date

* Required fields

Review result *

Notes

Add a Note (optional)

Send Now Save & Send Later

What if the project is accepted and then it's determined that no work will be completed before an audit is conducted?

Click *This task cannot be completed*, select a reason why and leave a brief note with more specific information. Valid reasons include, but aren't limited to, customer unresponsiveness, accepting the project in error or contractor/customer incompatibility. If an audit was completed but no work is possible continue the submission process to submit for audit reimbursement and leave appropriate notes explaining the situation.